Job Enlargement and its Impact on Job Performance of Healthcare Staff: A Study of Private Hospitals in Delhi NCR

SHORT SYNOPSIS

Submitted in partial fulfillment of the requirement of the degree of

DOCTOR OF PHILOSOPHY

by

ABHINAV JHA
Registration No. MRUMCDN012K220039

Under the supervision of

Dr. Yogita Sharma
Professor
Manav Rachna University

Co-supervision of

Dr. Daleep Parimoo
Professor
Manav Rachna University

Department of Management & Commerce
School of Management & Commerce

MANAV RACHNA UNIVERSITY

Sector-43, Aravali Hills, Faridabad

Year *2024*

MANAV RACHNA UNIVERSITY

Sector-43, Aravali Hills, Faridabad

Date: 30-04-2024

DECLARATION BY THE SCHOLAR

I hereby declare that the short synopsis in the area of **"Job Enlargement And its Impact on Job Performance of Healthcare Staff: A study of Private Hospital in Delhi NCR"** being submitted in partial fulfillment of the requirement for the degree of Doctor of Philosophy in **Department of Management & Commerce** under **School of Management & Commerce** of Manav Rachna University, Faridabad during the academic year **2023 - 2024.**

It is the work that is expected to be carried out under the supervision of Dr. **Yogita Sharma** and co-supervision **of Dr. Daleep Parimoo.**

Further, it is certified that short synopsis is within the plagiarism limit and copy of the same is attached as per University norms.

Abhinav Jha
Registration Number: - MRUMCDN012K220039

MANAV RACHNA UNIVERSITY
Sector-43, Aravali Hills, Faridabad

Date: 30-04-2024

CERTIFICATE BY SUPERVISOR(S)

This is to certify that, the short synopsis entitled **"Job Enlargement And its Impact on job Performance of Healthcare Staff: A study of Private Hospital in Delhi NCR"** is an original piece of work done by research scholar **Abhinav Jha** under the supervision of **Dr. Yogita Sharma** and co-supervision of **Dr. Daleep Parimoo** for the degree of Doctor of Philosophy in the **Department of Management & Commerce** under the School of **Management & Commerce** of Manav Rachna University, Faridabad during the academic year **2023 - 2024.**
Further, it is certified that the short synopsis is within the plagiarism limit and copy of the same is attached as per the University norms.

Dr. Yogita Sharma
Professor
Manav Rachna University

Dr. Daleep Parimoo
Professor
Manav Rachna University

Job Enlargement and its Impact on Job Performance of Healthcare Staff: A Study of Private Hospitals in Delhi NCR

ABSTRACT

In the present global environment, multinational companies have occupied a very significant in socioeconomic development of the country but healthcare sector is different from all these sectors healthcare sector is not about how much percentage they occupied in the economy, its about sufficiency of hospitals and facilities based on the nation's population.The goal of this study is to analyse the effect of independent variables such as job rotation, task structuring, job enrichment, employee's commitment, job arrangement on job enlargement and job performance of healthcare staff. This study enables to find out the issue of job enlargement of working paramedical staff of Delhi NCR's private hospital. Our study is focus on the paramedical staff which includes healthcare assistant, lab technicians and therapists. We have taken the total number of employees and the total number of paramedical staff for five private hospitals in Delhi. The total number of employees in all five hospitals is approx. 26000 and the total number of paramedical staff in all five hospitals is approximately 11000. In order to accomplish this, I will gather a sample of 400 respondents who are employed by a particular private hospital in the Delhi NCR and work in various departments. The study would only be conducted in the Delhi NCR's private hospitals. Analyzing the work performance of a sample of employees from particular private hospitals is the study's goal. Investigating the relationship between job expansion and job performance has become more crucial with regard to healthcare. We asked participants of all genders and ages to complete a questionnaire in order to gather more information about this relationship. We intend to derive findings from our investigation regarding the ways in which job enlargement impacts the degree of job performance across age groups, departments, and genders. To further assess any disparities between the healthcare personnel from different departments and age groups, analytical testing will be used.

Keywords: - Job enlargement, Job performance, Private hospitals, NCR, Paramedical staff, Employees commitment, Job enrichment.

CONTENTS

S. No.	Description	Page No.
1	Introduction	1
2	Literature Review	2-8
3	Description of Broad Area	8
4	Objectives of the Study	9-11
5	Methodology to be adopted	12-14
6	Expected Outcome of the Research	15
7	References	15-17

Introduction

In the ever-changing field of healthcare, paramedical personnel play a critical role in guaranteeing high-quality patient care. In the continuum of healthcare delivery, allied health professionals such as paramedics, radiographers, laboratory technicians, and others are essential. But the healthcare sector has a hard time keeping these vital employees around because of a number of issues like job dissatisfaction, fatigue, and little chances for career progression. To overcome this barrier, a comprehensive plan with strategies for hiring more people while enhancing retention of staff and happiness is needed. High turnover among paramedical staff jeopardizes operational consistency and puts a significant financial burden on healthcare facilities because it is expensive to hire and train new hires. Obstacles in the career path of paramedical staff members may cause dissatisfaction at work and employee attrition. For medical services to continue operating effectively and efficiently, medical assistants must be retained. Furthermore, an elevated turnover rate lowers organizational morale and compromises the standard of patient care. Therefore, funding initiatives aimed at paramedical staff retention are essential to ensuring efficient treatment and fostering a positive work environment. These challenges include heavy workloads, limited opportunities for career advancement, little recognition, and an unsatisfactory work-life balance. Healthcare organizations can give medical staff a greater chance to take part in initiatives to improve quality, cross- functional training, and multidisciplinary teams by establishing a broader spectrum of duties. In addition, the demanding nature of their work strains their bodies and minds, which makes retention issues worse. Redefining job duties and responsibilities via expanded duties that better fit the medical staff members ambitions as well as skills is an intriguing approach for increasing staff retention rates. A multi-modal approach that recognizes the unique needs of paramedical workers and provides them with the resources they need to be successful in their roles will be needed to successfully tackle these issues .Jobs that are enlarged not only enhance the professional experience of paramedical staff members but also promote organizational resilience and improve the health of patients by offering them more responsibility and chances for ability development and advancement. A healthcare company's dedication to providing a positive and rewarding working atmosphere for its paramedics is demonstrated by its adoption of job expansion as a pillar of recruitment methods, which in turn guarantees the provision of superior customer service.

Literature Review

Krijgsheld *et al. (2022),* this study aims to increase the outcomes of task performance of healthcare workers. They need to change in the techniques of doing work and improve their performance. Study more focus on the adaptive behaviour of the employees and try to remove the counterproductive work behaviour of the employees. Motivation to the employees plays a vital role to remove the counterproductive work behaviour. Positive Working environment, training session, improving communication skills, all these things has removed the counterproductive work behaviour. There is always positive relationship between employee's task performance and growth of the organization performance the study's conclusion is that four factors—task execution, contextual effectiveness, adaptive behaviour, and counterproductive work habits have an impact on job success.

Emin Kahya (2008), this study focus on the Task performance and contextual performance in the medium size company with the 143 employees. These are two distinct aspects of job performance that affect the outcomes. Task performance belongs to individual work performance, in this the output of individual person will affect the outcomes on the opposite side contextual performance belongs to the employees took extra responsibilities along with individual works. They took other responsibilities like societal responsibilities, psychological responsibilities. Now a day's contextual performance is very important part of the employee's job performance. This study take Seven variables regarding task performance, 12 items regarding contextual performance, and three items regarding effectiveness. Productivity, quality, and innovation shows the better effectiveness and all these stuff are used for evaluate employee performance. According to this study, two items give us result (1) Attention to important details and (2) creativity to solve a work problem, these two items is the most effective stuff to contribute in the productivity, quality, and innovation, respectively. Job experience and education level had low influence on effectiveness. This study used mixed research, they are used both approach qualitative and quantitative research.

The limitation of this study is, they studied on the only one organization which is middle size metal manufacturing company. But according to this study job experience and education level does not matter on the effectiveness but this statement cannot use on the healthcare sector

because without job experience and education level ,the healthcare workers cannot identify the patient's problem and they will not able to solve the problem without the knowledge.

Leonard I. Ugwu et al. (2017), this study focus on the emotional intelligence towards the nurses because nursing is very difficult task to perform. In sometimes nurses suffered from work overload and at that time they need the motivation and emotionally touch by the employer. If the employer failed to motivate their nurses then nurses adopt the counterproductive work behaviour and burnout towards their hospital. There are three dimension that affect the burnout which is denationalization, emotional exhaustion, reduce personal accomplishment. The effect of burnout on the quality of service given by the hospital, decrease patient positive outcomes, increase the employee's turnover ratio and hospital suffered from high rate of absenteeism**.** Employer use emotion and they try to emotionally connect with the employees because they know very well healthcare sector is different from other sectors. In healthcare care sector our one mistake can destroy our entire goodwill. Worst working environment will induce to the employees to adopt the counterproductive work behaviour and this is very fruitless to the hospital. Emotional intelligence is very help stuff to motivate their employees. Higher emotional intelligence will reduce the chance of converting into counterproductive work behaviour from the adaptive behaviour. Higher EI will increase the productivity of the hospital and render good quality of service without negotiating from it. On the other hand lower emotional intelligence will increase the chance of converting into counterproductive work behaviour from the adaptive behaviour. Lower EI will decrease the productivity of the hospital. For the proving of this study researcher used the research methodology tool which is mean, standard deviation, correlation, multiple regression.

On the other hand lower emotional intelligence will increase the chance of converting into counterproductive work behaviour from the adaptive behaviour. Lower EI will decrease the productivity of the hospital. For the proving of this study researcher used the research methodology tool which is correlation, standard deviation, mean, multiple regression.

Fu-Li Chen et al. (2019), this study focus on the nurses work overload, we cannot imagine running hospitals without the nurses. We all know that lack of healthcare staff is not the national problem but it also a global problem so, that's why nurses plays a vital role for hospitals to run smoothly. One thing this study tries to say that nurses does not have only one task, they have to do multiple tasks in the hospitals. This problem is not a national problem, this problem also happened to beyond the border. Multiple tasks of the nurses is to be assist the doctors, send

timely report of the patient's to the doctors, helping patients and their families, helping to the doctors in the operation theatre etc. Nurses feeling more stressed in emergency department because in the emergency department there is no chance of procrastinate the work. Work overload on the nurses will decrease their quality of life and it will create uneasiness, illness, less focused on the work, decrease the quality service rendered by the nurses. In India lack of healthcare staff is very big problem as well as aging population is also a big issue. So that's why the problem of lack of nurses and healthcare staff is making a very big issue in our future. Employer should try to motivate the nurses with the help of training, financial reward, make positive working condition for the employees etc. This will help to reduce the employee's turnover rate and increase the efficiency and productivity of the nurses. This research paper take three independent variables which is working characteristics , personal factors, base line information and two dependent variables which is contextual performance and task performance. Researcher made structured questionnaire for collection of data from the 222 nursing staff. Researcher also interviewed some nurses. So we can say that, they used both qualitative and quantitative research method to the collection of data for their research.

Murali Sambasivan (2019), the purpose of this study is to dismantle the abusive supervision from the hospital. The effect of abusive supervision on the nurses is fruitless for the hospital because nurses are very important role play for the hospital. Wrong supervision diverts the mind set of nurses from the adaptive behaviour to the counterproductive work behaviour. Researcher has unearthed those maximum employees, at-least once in their career has thought about the CWB. When the employer misuse their power and authority towards the healthcare workers and try to put some extra work on the shoulder of the healthcare workers, this is called abusive supervision. Productivity and efficiency has directly influenced by the abusive supervision. Due to the abusive supervision , the productivity and efficiency of the healthcare workers has decline , on the opposite side when there isn't place in the hospital for that type of cheap supervision at that time the productivity and efficiency of the healthcare workers will be very high which is fruitful for the hospital. When the employees feel abusive supervision then at that time, hospital will get lower outcome because nurses adopt the counterproductive work behaviour and they criticize employer's every actions. When nurses are not happily perform their task then the hospital's service quality will also decline and patient does not satisfy from the service rendered by the hospital.so, due to the abusive supervision hospital will also lose their goodwill. So, positive and supportive work environment will leads to increase the healthcare workers in the healthcare industry. Proper justice to the healthcare workers in the

hospital will reason to reduce the employee's turnover ratio. Researcher made structured questionnaires and he got 337 responses from the 580 distributed questionnaires and the response rate is 58.10 %.

Glenn Gardner (2010), this research has done in Australia, the focus of the study is to explain about the work of practitioners nurses. The training of the nurses is depend upon the geographical location, based on the need of direct and indirect patient care and based on the service related activities. Here we have many kinds of working condition for the nurses. First one is Direct care , according to this patient are directly controlled by the nurses, nurses give every explanation to the patient and their family members regarding patient's medicine time , their routine check-up and exercise, in short nurses are the care taker for the patient while they are admitted in the hospital. .

Second one is indirect care, according to this patient are indirectly affected by the nurses activities which is documentation of the patient, making collaboration with different departments of the hospital regarding patient's health status. So we can say that the patient affect the nurses activities directly and indirectly.

Nurses have done some extra work which is not directly and indirectly affected to the patient. Services related to the hospitals like attend the meeting, contextual activities done for the hospitals, helping to the R & D department; provide important information to the management which is fruitful for the hospital for their future decision making. Geographical location plays vital role for the practitioner nurses because country trained their nurses according to their countries particular disease which is face by maximum people of that country. If hospital makes their nurses skilful then hospital will get positive outcomes. For the collection of data, the researcher uses the descriptive study. This study also focuses on the nurse's job rotation and office hours etc.

Ling Tong (2017), this research has done in china that shows the effect of meaningful work on the job performance. Meaningful work of the nurses depends on the education, working environment, training to the nurses, working hours, adaptive behaviour etc. All these stuff has positively influence to nurse's quality of work. Due to the lack of nurses, nurses has suffered from overload of work in china's hospital which affect the service quality of the nurses so that's why hospital needs to increase the quantity of nurses in the hospital otherwise patients cannot get the quality service from the hospitals because nurses is the backbone of the hospitals so, hospital needs to run the educational programs, training session for the nurses. This entire

program's will develop the confidence in the nurses and open the door for the new employment opportunity or promotional opportunity in the hospitals. According to this study china should increase the quantity of nurses as well as quality of nurses. This initiative will decrease the work overload from the nurses and increase the productivity and efficiency if the nurses. Due to the overload of work, nurses could not give the proper time to the patient; they have no time get emotional touch with the patient.

Sometimes nurses cannot give the emotional support to the patient and their families, just because of work overload. They only do their clinical job and shift towards the next patient .Nurses spent their all working hours in their routine work. Meaningful work have done when employees happy and satisfy with their job, they see the career growth opportunity in their organization, and they always motivated towards the perform their task. This study collects the data from china's hospital and chooses the descriptive method for making the conclusion of their collected data.

Job enlargement is the process of expanding job functions by adding new duties that are comparable to current duties in terms of complexity and skill level (Herzberg, 1968). By enhancing their jobs, this approach seeks to increase employee engagement, motivation, and satisfaction.

However, Blegen and Mueller's (1987) study conducted in a U.S. hospital found little evidence to support the notion that job expansion enhances nursing staff members' work performance. The authors suggested that organizational and staff support are two instances of contextual factors that could have an effect on the effectiveness of job augmentation initiatives. Implementing job expansion in healthcare settings is not without its challenges.

According to Duffield et al. (2014), worries about the stress and increased workload that come with job expansion may outweigh any anticipated advantages. Furthermore, the execution of job enlargement projects may face obstacles due to push back from staff members who are acclimated to conventional job positions (Buchan et al., 2013).

Job expansion is a promising technique to improve job performance in healthcare settings, despite certain obstacles. Expanding job responsibilities can help healthcare businesses give employees more autonomy, skill development, and task variety while also creating a work climate that supports optimal job performance.

Subsequent investigations ought to concentrate on long-term studies to evaluate the long-term effects of work expansion on job performance. Additionally, examining the moderating

influence of contextual elements like leadership support and organizational culture may provide light on the circumstances in which job expansion is most successful in healthcare settings.

Research Problem

The title: - **Job Enlargement and its Impact on job Performance of Healthcare Staff: A Study of Private Hospitals in Delhi NCR.** There are many research papers available regarding job enlargement but very limited study happened on the excess of work load on the healthcare staff of private hospitals in Delhi NCR. The horizontal expansion of work is very challenging because due to the excess of workload the service quality of healthcare staff will also be decline and if service quality is decline, the patient satisfaction will also be decline which is not good for both patient and healthcare staff. Sometimes the healthcare staffs suffers from anxiety, stress full working hours, UN-supportive work environment and with many factors and all these factors affected to the service quality of the hospitals. There are different types of working environment in hospitals but job performance is completely influence by organizational culture and it is totally depend on the management's policy.

Management's policy is also responsible for the positive or negative outcome. Healthcare staffs suffer from various issues during their duty, so this study focuses on those issues like what are the implications of job enlargement on patient care quality, patient satisfaction, and overall hospital performance in private hospitals in Delhi NCR.

The Rationale of study

The objective of this study is to examine the effect of job enlargement and its impact on job performance of healthcare staff of private hospitals in Delhi NCR. After the research is finished, the study's finding and conclusions will be beneficial for the administration of the hospitals and enhance the efficiency of healthcare staff and brush up the service quality of their hospital. With the help of this research hospital can control their turnover rate of healthcare staff because after this research management can take right decision for their staff. Various approaches and techniques can be proposed to enhance the hospital's environment, policies that must be

adhered to guarantee increased the job satisfaction among the healthcare staff and strategies to reduce staff discontent.

Proposed research objectives

1. To study the influence of job expansion on performance of the paramedical staff.

2. To determine the correlation between job expansion factors and their impact on the retention of paramedical staff.

3. To study the influence of factor leads to performance of the paramedical staff.

4. To study the influence of factor leads to retention of the paramedical staff.

Hypothesis of the Study

Objective 1: To study the influence of job expansion on performance of the paramedical staff.

Paramedical staff: Health care assistants, laboratory technicians, technologists, therapists, nutritionists, sanitarians, among others, who are actually working in the country and are graduates of two-year to five-year health courses in recognized health training institutions. (World Health Organization)

H1: Job expansion has a significant influence on the performance of paramedical staff.

Objective 2: To determine the correlation between job expansion factors and their impact on the retention of paramedical staff.

Retention of paramedical staff: The capacity of healthcare institutions to keep skilled allied health workers on staff over time is referred to as paramedical staff retention. It includes tactics and measures used to reduce employee turnover and keep qualified paramedical staff members on staff.

H1: There is a significant correlation between job expansion factors and their impact on the retention of paramedical staff.

Objective 3: To study the influence of factor leads to performance of the paramedical staff.

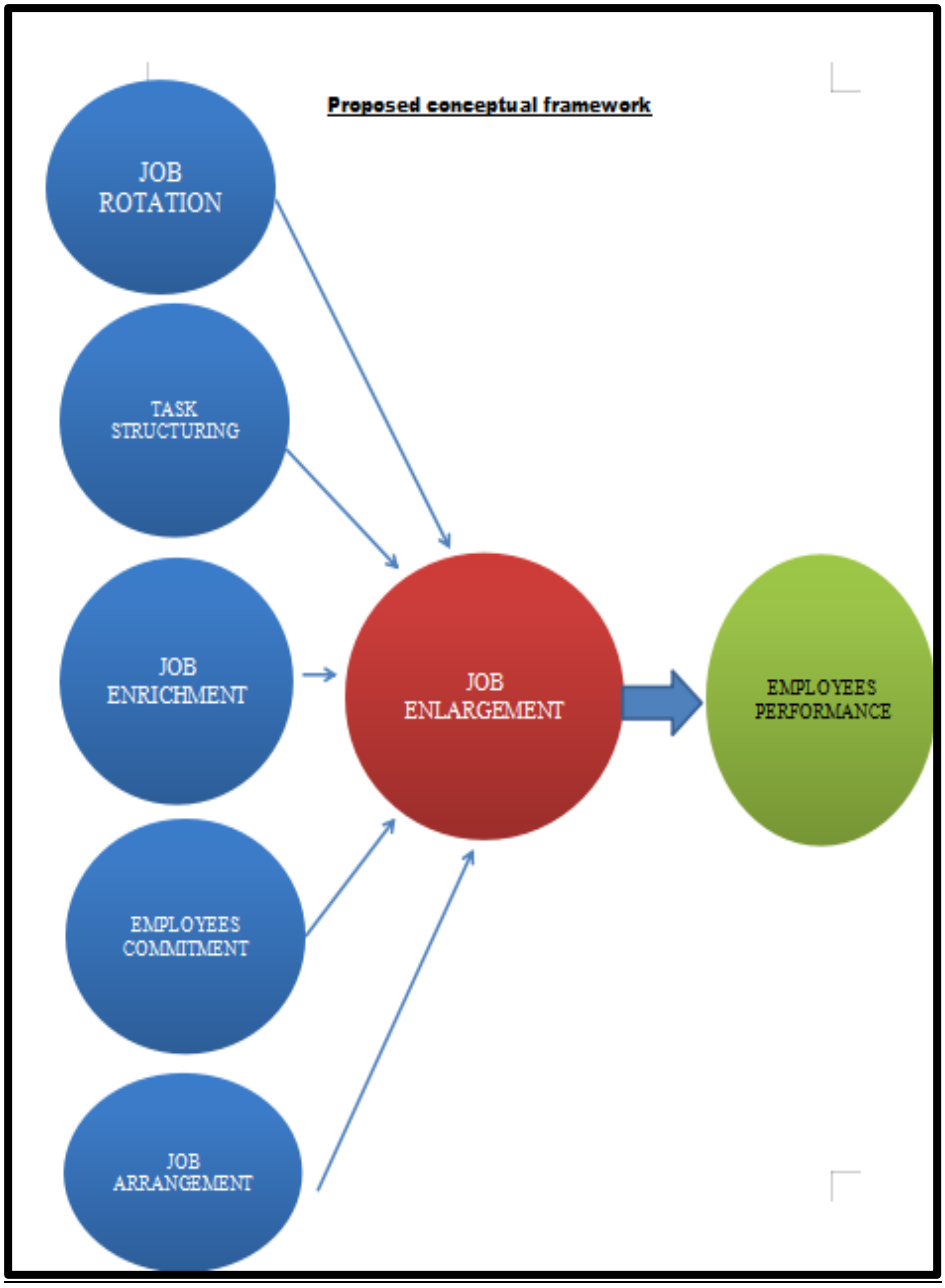
The performance of paramedical staff is influenced by various factors, each playing a significant role in shaping their effectiveness and efficiency in delivering healthcare services.

H1: There is a significant correlation between various factors and the performance of paramedical staff.

Objective 4: To study the influence of factor leads to retention of the paramedical staff.

The retention of paramedical staff, or allied health professionals, within healthcare organizations is influenced by various factors that contribute to their job satisfaction, engagement, and commitment to staying in their roles.

H1: There is a significant relationship between various factors and the retention of paramedical staff.


Proposed conceptual framework
JOB ROTATION
TASK STRUCTURING
JOB ENRICHMENT
EMPLOYEES COMMITMENT
JOB ARRANGEMENT
JOB ENLARGEMENT
EMPLOYEES PERFORMANCE

Proposed Research Design & Methodology

Descriptive survey research will be used in the proposed study to look into the problem of Job Expansion and its Impact on job Performance of Healthcare Staff of Private Hospitals in Delhi NCR. In this study we will use both qualitative and quantitative research method.

Population

Paramedical staff, working in the selected private hospital of NCR.

Sample

A sample size of approx. 400 healthcare staff for my research who is working in selected private hospital in NCR.

Sampling Technique

The appropriate sampling technique will be applied.

Data Collection

- **Primary Data**

A validity and reliability-tested questionnaire will be used to collect primary data. In the event that the research moves toward the qualitative end, primary data will be gathered through interviews.

- **Secondary Data**

The body of existing research-related literature will serve as secondary data. An additional source of secondary data will include case studies and the most recent news in the field.

Statistical Techniques

The appropriate statistical methods will be applied.

Scope of the study

I will take five hospitals of National Capital Region for my study which is Indraprastha Apollo hospital, Amrita hospital, Medanta hospital, Kailash hospital and Batra hospital. My study will confine only to the paramedical staff of selected private hospital. I took these hospitals on the basis of beds of the hospitals and covering entire range of disease being treated in these hospitals.

Targeted Five hospitals of Delhi NCR

HOSPITAL	REGION	BEDS	TOTAL NUMBER OF EMPLOYEES (APPROXIMATE)	TOTAL NUMBER OF PARAMEDICAL STAFF (APPROXIMATE)
1. INDRAPRASTHA APOLLO HOSPITAL	**SARITA VIHAR NEW -DELHI**	718	6512	2515
2. AMRITA HOSPITAL	**FARIDABAD, HARYANA**	2600	9226	4024
3. MEDANTA HOSPITAL	**GURUGRAM, HARYANA**	1391	7542	3035
4. Kailash hospital	**NOIDA , UTTAR PRADESH**	250	1260	548
5. BATRA HOSPITAL	**TUGLAKABAD , NEW- DELHI**	502	2080	772

Expected outcomes

The study aims to determine the level of experience that healthcare staff have during their job and how its impact on their job performance and also try to find the implications of job enlargement on patient care quality, patient satisfaction, and overall hospital performance. This study also tries to find the benefits and challenges associated with job enlargement for healthcare staff in private hospitals in NCR. This research will help to clarify the various interventions or techniques that can reduce the problem of the horizontal expansion of work load in the private hospitals and improve the employee's working environment, improving performance and preserving a positive outcome. The focus of the study is how can be control the turnover rate of paramedical staff and convert it into positive relationship between employee performance and job enlargement in Delhi NCR's private hospitals. The study's conclusions will be crucial to the hospitals as they provide guidance on how to get the best work out of their healthcare staff.

References

Krijgsheld, M, Tummers,L, Scheepers,F (2022). Job performance in healthcare: a systematic review, *BMC Health Services Research (2022) 22:149.* https://doi.org/10.1186/s12913-021-07357-5

Ugwua,L, Enwereuzora, I, Fimbera ,U, Ugwub, D (2017) Nurses' burnout and counterproductive work behavior in a Nigerian sample: The moderating role of emotional intelligence.*International Journal of Africa Nursing Sciences 7 (2017) 106–113.* https://doi.org/10.1016/j.ijans.2017.11.004

Kahya*, E, (2009). The effects of job performance on effectiveness. International Journal of Industrial Ergonomics 39 (2009) 96–104.

Chen,F, PhDa , Chen,K, MSb , Chiou,S, PhDc , Peter Y, Chen, PhDd , Du,M, RNe,∗, Tung,T, PhDb (2019).The longitudinal study for the work-related factors to job performance among nurses in emergency department Medicine (2019) 98:12(e14950) .http://dx.doi.org/10.1097/MD.0000000000014950

Low, Y, Sambasivan, M, Ho, J, (2019).Impact of abusive supervision on counterproductive work behaviors of nurses.Asia Pacific Journal of Human Resources.doi:10.1111/1744-7941.12234

Gardner g., Gardner a., Middleton s., Della p., Kain v. & Doubrovsky a. (2010) the work of nurse practitioners. Journal of Advanced Nursing 66(10), 2160–2169. doi: 10.1111/j.1365-2648.2010.05379.x

MS,L, Master, Nurse, S,(2017), Relationship between meaningful work and job performance in nurses. International journal of nursing practice. https://doi.org/10.1111/ijn.12620

Becton JB, Matthews MC, Hartley DL, Whitaker DH.(2009). Using biodata to predict turnover, organizational commitment, and job performance in healthcare. Int J Sel Assess 2009 ;17(2):189–202. https://doi.org/https:// doi.org/10.1111/j.1468-2389.2009.00462.x

Greenslade JH, Jimmieson NL.(2007) Distinguishing between task and contextual performance for nurses: development of a job performance scale. J Adv Nurs. 2007;58(6):602–11 https://doi.org/10.1111/j.1365-2648.2007. 04256.x

Borman, W.C., Motowidlo, S.J.,(1997). Task performance and contextual performance: the meaning for personnel selection research. Human Performance 10 (2), 99–109.

Borman, W.C., Motowidlo, S.J.,(1997). Task performance and contextual performance: the meaning for personnel selection research. Human Performance 10 (2), 99–109.

Buchel, F., (2002). The effects of overeducation on productivity in Germany – the firms' viewpoint. Economics of Education Review 21, 263–275.

Wei F and S Si (2013) Tit for tat? Abusive supervision and counterproductive work behavior: the moderating effects of locus of control and perceived mobility. Asia Pacific Journal of Management 30, 281–296.

Spector PE (2011) The relationship of personality to counterproductive work behavior (CWB): an integration of perspectives. Human Resource Management Review 21, 342–352.

Courtenay M., Carey N. & Stenner K. (2009) Nurse prescriberpatient consultations: a case study in dermatology. Journal of Advanced Nursing 65(6), 1207–1217.

Jennings N., Lee G., Chao K. & Keating S. (2009) A survey of patient satisfaction in a metropolitan Emergency Department: comparing nurse practitioners and emergency physicians. International Journal of Nursing Practice 15(3), 213–218.

Nair, M., & Webster, P. (2013). Health professionals' migration in emerging market economies: patterns, causes and possible solutions. Journal of public health, 35(1), 157-163.

https://www.apollohospitals.com/
http://www.medanta.org/
https://amritahospitals.org/faridabad/
https://www.kailashhealthcare.com/
Official site of Batra hospital.

MANAV RACHNA
Vidyapeeth Shila

Swami Vivekananda Library and Resource Centre
Manav Rachna University

SIMILARITY VERIFICATION CERTIFICATE

Title: Job enlargement and its impact on job performance of healthcare staff : A study of Private hospitals in Delhi NCR

Researcher: Abhinav Jha

Registration Number : MRUMCDN012K2003

Supervisor: Dr. Yogita sharma

Department: Management and commerce

This is to certify that the above mentioned Short Synopsis/Thesis was scanned for similarity index through DrillBit Software on 30, April, 2024 with submission ID 1720288 and the similarity index was found to be 4 %. The complete report running into 18 Pages, 4844 Word count with File Size 1.1.11 KB is being forwarded to the Research Supervisor/DRC/DRB for review.

Swami Vivekananda Library and Resource Centre * Manav Rachna University * Faridabad
30/4/2024

Date: 30, April, 2024

The complete report of the above Short Synopsis/Thesis has been reviewed and the similarity index is below the accepted norms as per the University Grants Commission (Promotion of Academic Integrity and Prevention of Plagiarism in Higher Educational Institutions) Regulations 2018. The Short Synopsis/Thesis may be considered for further processing

Research Scholar

Research Supervisor

Job Enlargement and its Impact on Job Performance of Healthcare Staff: A Study of Private Hospitals in Delhi NCR

SHORT SYNOPSIS

by

ABHINAV JHA
Registration No. MRUMCDN012K220039

Under the supervision of

Dr. Yogita Sharma
Professor
Manav Rachna University

Co-supervision of

Dr. Daleep Parimoo
Professor
Manav Rachna University

MANAV RACHNA UNIVERSITY

Year *2024*

ABSTRACT

In the present global environment, multinational companies have occupied a very significant in socioeconomic development of the country but healthcare sector is different from all these sectors healthcare sector is not about how much percentage they occupied in the economy, its about sufficiency of hospitals and facilities based on the nation's population.The goal of this study is to analyse the effect of independent variables such as job rotation, task structuring, job enrichment, employee's commitment, job arrangement on job enlargement and job performance of healthcare staff. This study enables to find out the issue of job enlargement of working paramedical staff of Delhi NCR's private hospital. Our study is focus on the

DrillBit

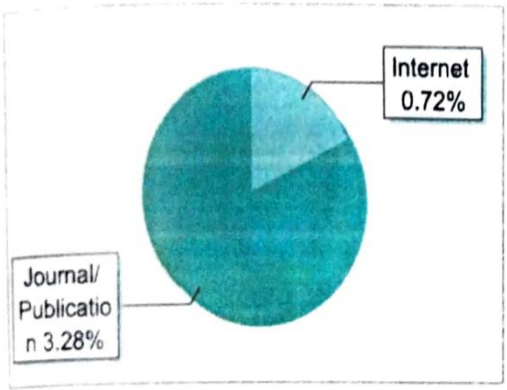
The Report is Generated by DrillBit Plagiarism Detection Software

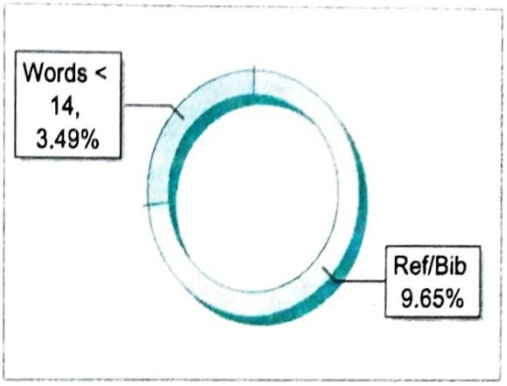
Submission Information

Author Name	ABHINAV BHA
Title	Job Enlargement and its Impact on Job Performance of Healthcare Staff: A Study of Private Hospitals in Delhi NCR
Paper/Submission ID	1720288
Submitted by	netrapal.library@mru.edu.in
Submission Date	2024-04-30 13:14:36
Total Pages	18
Document type	Synopsis

Result Information

Similarity **4 %**





Exclude Information

Quotes	Excluded
References/Bibliography	Excluded
Sources: Less than 14 Words %	Excluded
Excluded Source	**0 %**
Excluded Phrases	Not Excluded

Database Selection

Language	English
Student Papers	Yes
Journals & publishers	Yes
Internet or Web	Yes
Institution Repository	Yes

A Unique ID: 1720288... Validate at drillbit.net

DrillBit

The Report is Generated by DrillBit AI Content Detection Software

Submission Information

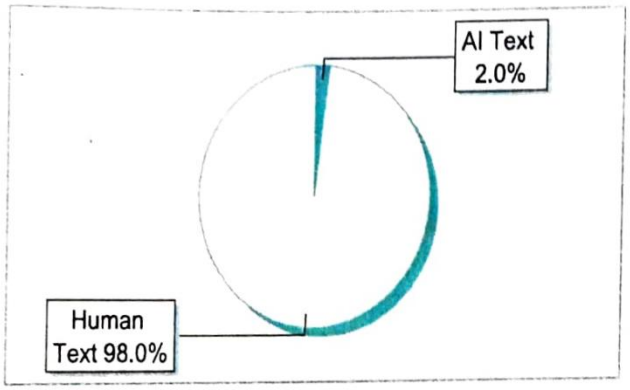
Author Name	ABHINAV JHA
Title	Job Enlargement and its Impact on Job Performan..
Paper/Submission ID	1720288
Submitted By	netrapal.library@mru.edu.in
Submission Date	2024-04-30 13:14:36
Total Pages	18
Document type	Synopsis

Result Information

AI Text: **2 %**

Swami Vivekanand... Manav Rachna University ... 30/4/2024

Content Matched



Disclaimer:

* The content detection system employed here is powered by artificial intelligence (AI) technology.
* Its not always accurate and only help to author identify text that might be prepared by a AI tool.
* It is designed to assist in identifying & moderating content that may violate community guidelines/legal regulations, it may not be perfect.

DrillBit

Excluding matches less than 14 words

DrillBit Similarity Report

A-Satisfactory (0-10%)
B-Upgrade (11-40%)
C-Poor (41-60%)
D-Unacceptable (61-100%)

4	6	A
SIMILARITY %	MATCHED SOURCES	GRADE

LOCATION	MATCHED DOMAIN	%	SOURCE TYPE
2	www.science.gov	1	Internet Data
3	journal.umy.ac.id	1	Publication
4	www.pbr.co.in	1	Publication
5	www.distanceeducationju.in	1	Publication
6	www.atlantis-press.com	1	Publication
7	Thesis Submitted to Shodhganga Repository	<1	Publication